

Enforcement Relationship Management

The teams I lead and the contribution they make to a more connected regulatory system.

Matthew Williscroft

Head of Enforcement Relationship Management

One shared purpose

Use intelligence, assurance, partnerships and proportionate intervention to improve compliance and protect the public.

 Remote Enforcement Office

 Earned Recognition

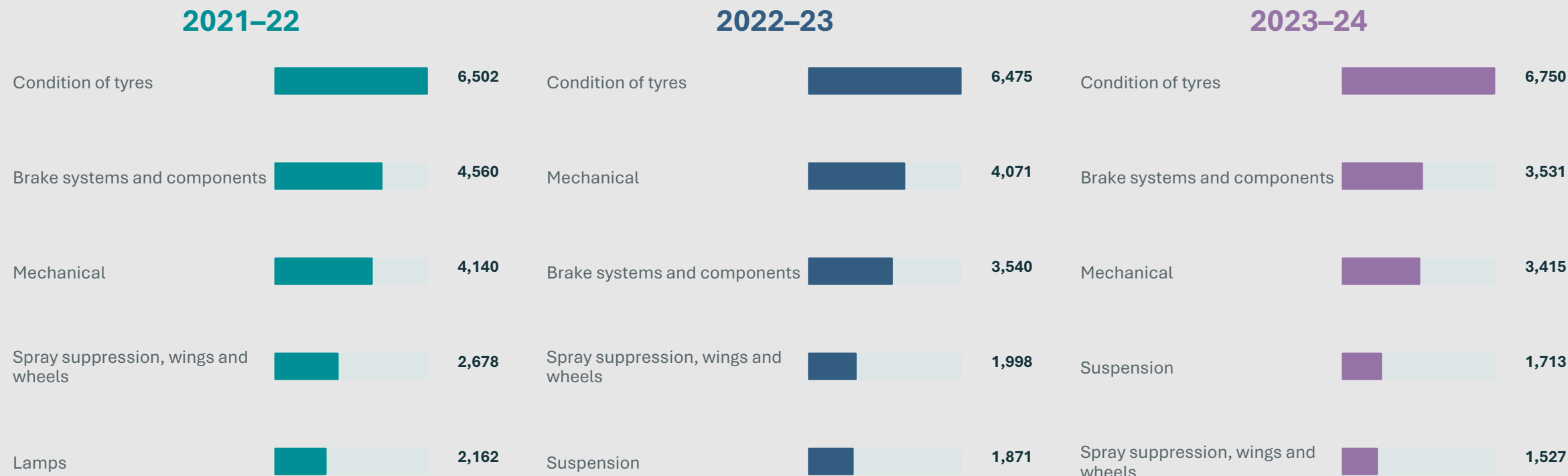
 Bus Compliance

 Strategic Traffic Management Office

 MOT Regulatory Approvals

Defect picture: 2021–22 to 2023–24

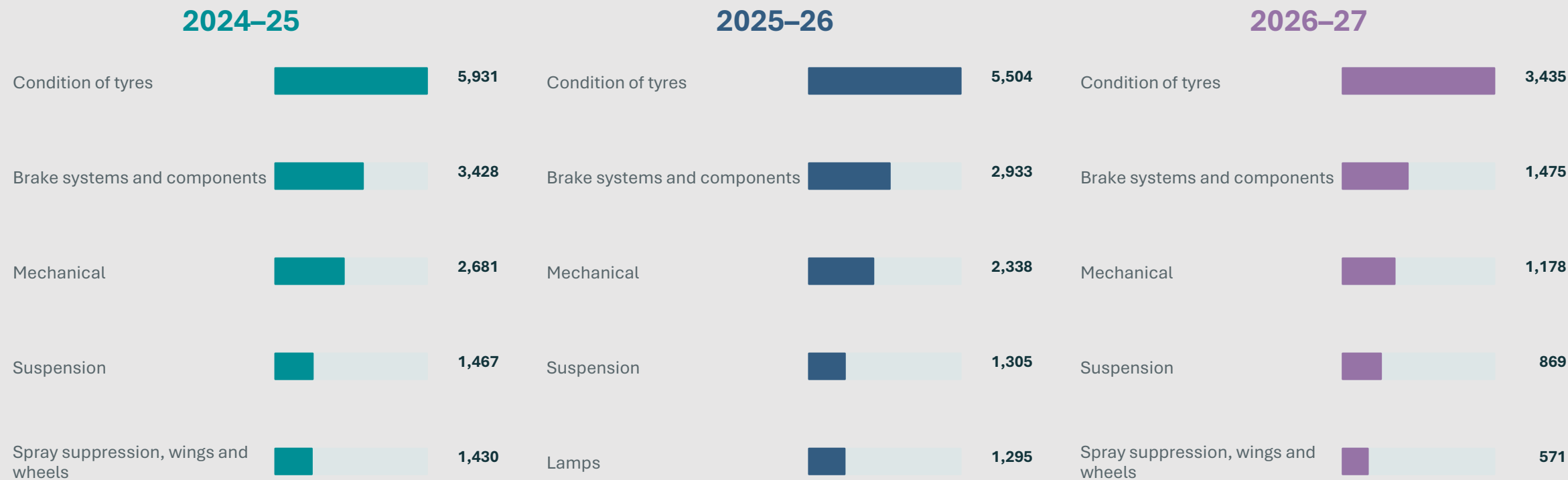
The five highest defect and offence categories shown in each annual table.



Tyres are the leading category in each year, with braking and mechanical issues consistently prominent.

Defect picture: 2024–25 to 2026–27

The five highest defect and offence categories shown in each annual table.



The same core defect themes remain visible across the most recent tables.

Bus Compliance

Building the relationships and intelligence needed for better targeted activity.

01

ENGAGE

Build relationships with around 80 Local Transport Authorities

02

UNDERSTAND

Use Bus Service Improvement Plans and local concerns

03

CONNECT

Bring together complaints, bus data and local intelligence

04

ASSURE

Build assurance and engagement within current jurisdiction

Local insight helps us understand what is happening, why it is happening and where activity can have most impact.



A visible mark of sustained compliance

Voluntary • assured • proportionate

Earned Recognition

Good operators demonstrate compliance. DVSA can focus attention where it is needed most.



MONITOR

Operators continuously monitor compliance using validated systems.



ASSURE

Performance is measured against key standards and independently audited.



TARGET

Strong performance reduces unnecessary disruption and supports risk-led enforcement.

Recognise compliance • maintain confidence • focus on higher risk